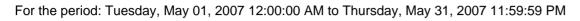


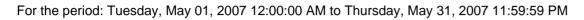
For the period: Tuesday, May 01, 2007 12:00:00 AM to Thursday, May 31, 2007 11:59:59 PM

	(CREATED					ASSIGNED /PENDI NG/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other		DCS	Ntwk	Other	DCS	Ntwk	Other		To Close
Accounts													
Access/Login	51	0	0	16		0	0	2	7	0	58		4
Account Lockout	1	0	0	0		0	0	0	0	0	1		0
Deactivate/Close	1	0	0	120		0	0	3	116	0	2		1
Edit Account	3	0	0	4		0	0	1	0	0	6		3
General Info	1	0	0	1		1	0	0	0	0	1		0
Password Reset	8	0	0	0		0	0	0	0	0	8		0
Password Self Service	1	0	0	0		0	0	0	1	0	0		16
Register/Open	5	0	0	205		0	0	1	203	0	6		0
Workstation/Add	0	0	0	44		0	0	0	0	0	44		0
Workstation/Remove	0	0	0	1		0	0	0	0	0	1		0
Application Support													
COTS-Windows- Troubleshoot	1	0	0	0		0	0	0	0	0	1		0
COTS/CITRIX- Troubleshoot	1	0	0	0		0	0	0	0	0	1		3
Specialized Application	5	0	0	0		0	0	1	0	0	4		6





	(CREATI	ĒD			ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN	
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Update/Upgrade	20	0	0	0	0	0	6	0	0	14	1
Back Office Support											
Backup/Restore	10	0	0	2	0	0	0	1	0	11	6
Permissions/Shares	80	0	0	3	0	0	4	4	0	75	2
CIT Categories											
LISTSERV	61	1	0	0	3	0	2	54	0	3	11
Web Site Issue	1	0	0	0	0	0	0	0	0	1	7
Connectivity											
Data lines	0	0	0	6	0	0	2	0	0	4	46
General Info	3	0	0	0	1	0	0	2	0	0	4
TCP/IP	25	0	0	4	1	0	0	7	1	20	7
Email											
Eudora	1	0	0	1	0	0	0	1	0	1	32
Exchange	1	0	0	0	0	0	0	1	0	0	11
MS Outlook	6	0	0	1	0	0	0	4	0	3	12
Outlook Web Access (OWA)	1	0	0	0	0	0	0	1	0	0	4



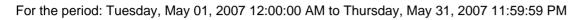


	(CREATE	ΕD			ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN	
					NG/C	NG/CHECKED OUT					
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
General Information											
Inquiry	2	0	0	0	0	0	0	1	1	0	5
Hardware											
Image/New	0	0	0	1	0	0	0	0	0	1	0
Servers/Install/Build	0	0	0	1	0	0	1	0	0	0	0
Servers/Troubleshoot	0	0	0	2	0	0	1	0	0	1	5
Local LAN											
LocalLAN/Connectivity	52	1	0	17	0	0	3	7	2	58	11
LocalLAN/General Info	0	0	0	3	0	0	0	0	0	3	0
LocalLAN/Upgrade	2	0	0	2	0	0	2	1	0	1	12
NIH Cabling Infrastructure- Cabling											
New-Outside- Plant/Fiber	0	0	0	2	0	0	0	0	0	2	0
NIHnet											
Chronic-Access	0	0	0	1	0	0	1	0	0	0	0
Chronic-Distribution	0	0	0	1	0	0	0	0	0	1	0



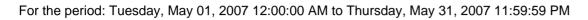


	CREATED					ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN			
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close		
Chronic-OpDiv	0	1	0	0	0	0	0	0	1	0	0		
Chronic-Other	1	2	0	0	0	1	0	0	1	1	6		
Chronic-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	18		
Chronic-Wireless	2	0	0	0	0	0	0	0	0	2	0		
DNS	1	0	0	0	0	0	0	0	1	0	3		
HazCon-Access	0	1	0	0	0	0	0	0	1	0	0		
HazCon-OpDiv	0	1	0	0	0	0	0	0	1	0	0		
HazCon-Other	0	3	0	0	0	1	0	0	2	0	0		
Impairment-Access	3	2	0	1	0	3	0	1	1	1	7		
Impairment-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0		
Impairment-Core	0	1	0	0	0	1	0	0	0	0	0		
Impairment-FACnet	2	4	0	0	0	1	1	0	4	0	1		
Impairment-NIH Customer	1	1	0	0	0	1	0	0	1	0	2		
Impairment-Other	5	4	0	1	0	2	1	2	4	1	6		
Impairment-Sterling CIT Data Center	0	1	0	0	0	1	0	0	0	0	0		



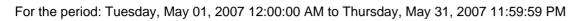


	(CREATI	ED			ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN	
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Impairment-Wireless	3	2	0	2	0	3	1	0	2	1	1
Inquiry	17	8	0	1	0	4	0	4	10	8	13
LAN Closet	18	2	0	1	0	0	0	5	13	3	9
Maintenance-Access	1	1	0	0	0	0	0	0	1	1	4
Maintenance-Bldg 12 Data Center	0	1	0	1	0	1	0	0	0	1	0
Maintenance-Core	0	1	0	0	0	0	0	0	1	0	0
Maintenance-DMZ	1	0	0	0	0	0	1	0	0	0	0
Maintenance-Facilities Other	1	0	0	0	0	0	0	1	0	0	1
Maintenance-Facilities Power	14	0	0	1	2	2	1	8	2	0	3
Maintenance-FACnet	1	0	0	0	0	0	0	1	0	0	7
Maintenance-NIH Customer	0	2	0	1	0	0	0	0	2	1	17
Maintenance-OpDiv	0	2	0	0	0	1	0	0	1	0	0
Maintenance-Other	12	6	0	2	0	3	0	12	3	2	11
Maintenance-Remote Access Parachute	0	2	0	0	0	0	0	0	2	0	0





		CREATI	ED			ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN	
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Maintenance-Remote Access VPN	0	4	0	0	0	1	0	0	3	0	0
Maintenance-Wireless	0	6	0	4	0	2	4	0	4	0	0
Network NMS-Device Config Backup	0	7	0	0	0	1	0	0	6	0	9
Network NMS-NMS Element Manage	0	18	0	1	0	3	0	0	16	0	0
Network NMS-NMS Element Un-manage	0	5	0	0	0	0	0	0	5	0	9
Network Sec-Firewall	4	3	0	6	0	0	5	1	3	4	1
Network Sec-Other	4	5	0	2	0	1	2	1	4	3	2
Network Sec-Router ACL	1	8	0	0	0	0	0	0	9	0	2
Outage-Access	10	4	0	0	0	1	0	4	5	4	9
Outage-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Distribution	0	1	0	0	0	0	0	0	1	0	0
Outage-FACnet	0	8	0	0	0	1	0	0	7	0	0
Outage-NIH Customer	1	2	0	0	0	0	0	0	2	1	11
Outage-OpDiv	0	1	0	0	0	0	0	0	1	0	0





		CREATI	ED			ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN	
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Outage-Other	3	4	0	0	0	0	0	2	5	0	25
Outage-Remote Access VPN	0	1	0	0	0	0	0	0	1	0	0
Outage-Wireless	2	17	0	0	0	0	0	0	19	0	1
Server Support-DNS	8	0	0	4	0	0	1	3	1	7	21
Server Support-Other	10	7	0	0	0	0	1	2	7	7	2
Server Support-Server Admin	0	1	0	1	0	0	0	0	1	1	2
Service Prov-Bldg 12 Data Center	2	0	0	0	0	0	0	0	0	2	3
Service Prov- Distribution	0	2	0	0	0	0	0	0	2	0	0
Service Prov-FACnet	2	0	0	0	0	0	2	0	0	0	0
Service Prov-IP Address Admin	26	0	0	1	1	1	1	3	2	19	14
Service Prov-New Building Access	1	0	0	0	0	0	0	0	0	1	42
Service Prov-Other	12	3	0	0	0	1	3	1	8	2	2
Service Prov-Port Add	63	0	0	9	0	4	3	2	26	37	5

For the period: Tuesday, May 01, 2007 12:00:00 AM to Thursday, May 31, 2007 11:59:59 PM



	•	CREATI	ED			ASSIGNED /PENDI NG/CHECKED OUT			CLOSE	AVG MIN			
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close		
Service Prov-Port Change	28	0	0	7	0	0	0	3	12	20	7		
Service Prov-Port Move	1	0	0	0	0	1	0	0	0	0	0		
Service Prov-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	7		
Service Prov-Sterling CIT Data Center	0	1	0	0	0	0	0	0	0	1	0		
Service Prov-Wireless	0	2	0	1	0	0	0	0	2	1	0		
Security													
Security Awareness Training	4	0	0	1	0	0	0	0	0	5	1		
Web Site Issue (non-CIT)													
Broken Link	2	0	0	0	0	0	1	0	0	1	2		
Inaccessible	8	0	0	0	0	0	0	2	0	6	14		
Other	5	0	0	0	0	0	0	2	0	3	6		
Wireless Services													
WN/Request	2	0	0	1	0	0	1	0	0	2	20		
WN/Troubleshoot	2	0	0	0	0	0	0	2	0	0	10		

For the period: Tuesday, May 01, 2007 12:00:00 AM to Thursday, May 31, 2007 11:59:59 PM



Grand Total:	629	162	0	487	9	42	59	4/7 /	481	5

Total Tickets Closed: 1168

Total Tickets Assigned/Pending/Checked Out: 110

Total Tickets Created: 1278